



Fax Sent Status (Transmission Result)

Fax Sending Results

Our system is designed to explain the result of each fax transmission briefly and clearly. As you may require more information, here is a detailed explanation of each of our system's fax transmission results:

- **Busy:** Our system dialled the destination number and received a busy tone.
- **Cancelled per Website action at (date) (time):** The fax was cancelled via the secure customer portal or our system's administrators. Please contact our support contact email address if you did not cancel the fax and require more information.
- **Check number and try again:** Our system dialled the destination number but did not detect a busy signal or a timely pickup.
- **Connection but not a fax machine:** Our system dialled the destination number and the call was picked up, but our system did not receive a fax handshake tone in a timely period.^[1]
- **Destination number blocked. :** The destination number has a country code with a send rate of 3 Send credits per page or higher and is not approved for sending on your account (see *Getting a quote on fax sending*). Check whether the formatting of your specified destination fax number is correct (see *Formatting fax numbers*); if so, please request that your account be authorised to send to the destination country code via our support contact email address.
- **Error during transmission:** Our system dialled the destination number and received a fax tone on pickup; our system commenced sending fax data but the call was terminated before our system received the standard "all data received OK" signal from the receiving fax machine / service. Some, possibly all, of the transmitted pages may have been sent successfully.
- **Fax successfully sent:** Our system dialled the destination number and received a fax tone on pickup; our system sent the fax data and received the standard "all data received OK" signal from the receiving fax machine / service.^[2]
- **Insufficient credit. Please check your account status.:** Our system checked the Send credit cost of your fax against your account's current balance of Send credits and found that there weren't enough to send it. The fax is currently on hold in the send queue; once sufficient Send credits have been added to the account, our system will send the held fax.^[3]
- **Job failed - unable to convert document (filename). We are unable to convert the document provided to fax. Please check the document or print to PDF to attempt fax again.:** Our system's conversion programmes were unable to convert the specified document into fax data; the fax did not send.
- **No answer:** Our system dialled the destination number but the call rang out without being picked up.
- **Unverified account. Please contact support for assistance.:** Your account is not yet verified and the Send credit cost of your fax transmission has exceeded the daily limit of an unverified account (see *Account verification*). Please contact our support contact email address for more information.

^[1] Our system will sometimes display "Connection but not a fax machine" when the receiving fax machine / service is busy; this is most likely because the receiving carrier's busy tone differs from the standard ISDN tone.

^[2] Our system will only display a status of "Fax successfully sent" once it receives the standard fax signal for "All data received successfully" from the destination fax machine / service, which will then terminate the call. If the receiver is claiming the fax in question did not arrive or only arrived in part, this status indicates that the receiver's fax machine / service has confirmed successful receipt of the entire fax.

^[3] NOTE: If you have formatted the number incorrectly (i.e. not included the area code), our system may be determining that the fax is intended for an international destination that you do not have enough Send credits to reach. We recommend you check the formatting of the number you specified prior to purchasing any Send credits. Please contact our support contact email address if you require assistance.